

# Support Services

## Recompute Inventory/ Reset Inventory to Zero

### Things to remember before deciding to recompute the clients inventory:

1. Make sure that there aren't any recent inventory adjustments made by the client before doing recompute as this will cause issues with the client since they just corrected their inventory. If you find out that there is a recent adjustment, inform the HD assign with the mantis so the fix can be discussed with the client.
2. Try to avoid making recompute inventory the first solution when there is an inventory issue with the client
3. Analyze first the issue why the inventory didn't tally using the product inventory log
4. If possible, create a screenshot that will document the issues found
5. Make sure that the client is informed that we will be doing a recompute of the inventory
6. If the client is already using the version 5 autosync, make sure to have all the old data sync first before deleting the PBI and PTS data, otherwise there'll still be leftover data in the cloud server and it will cause the inventory to not tally.

### Steps when there is a need to recompute inventory

1. Backup the database
2. Delete the "productbranchinventory" and "producttransactionssummary" data of the sub branch in the main branch.
3. Click recompute inventory in the sub branch with the issue
4. Make sure that the new PBI and PTS data are being synced to the main branch.

### Things to do after recompute was done

1. Make sure to create a schedule to double check the inventory of the client for up to around 2 months
2. When checking for the inventory, make sure that the inventory of the sub branch tallies with the main branch's data of the sub branch inventory.

Unique solution ID: #1076

Author: Robi

Last update: 2018-02-07 13:07